

RISK MANAGEMENT POLICY & PROCEDURE

1. Purpose

The objectives of this policy are to

- specify the principles governing Hotelstaff responses to Risk Management in the workplace

2. Scope

This policy and procedure is applicable to all employees, contractors and subcontractors of Hotelstaff Pty Ltd, HS Personnel Australia Pty Ltd and all subsidiaries ('Hotelstaff').

It is expected that the Executive endorse and support this policy in the execution of their responsibilities.

This policy applies during all hours of work at Hotelstaff Pty Ltd as well as outside of working hours when dealing with colleagues and clients of the organisation including social engagements.

This policy document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version.

3. Definitions

| | |
|-----------------|---|
| Risk | the exposure to occurrences that will have an impact, either positive or negative, on Hotelstaff's objectives. Risk arises out of uncertainty and has two elements: <ul style="list-style-type: none">• the frequency/likelihood of something happening; and• the severity/impact of the consequences arising from the event. |
| Risk Management | the culture and processes for the systematic application of management policies, procedures and practices to the tasks of establishing the context, identifying, analysing, assessing, treating, monitoring and communicating risks that will direct Hotelstaff towards the effective and efficient management of potential opportunities and adverse effects |

4. Policy Statement

Hotelstaff is committed to ensuring it develops and delivers a risk management framework, across the organisation that identifies, mitigates, manages or eliminates risk to the delivery of its services and Strategic Plan.

Hotelstaff recognises that risk is an inherent part of doing business and providing outsources services to third party clients and organisations.

Hotelstaff ensures that all employees, contractors, subcontractors and clients are limited in their exposure to risk through exceptional operation practices, timely quality training, and clear organisational policies and procedures.

5. Procedures

Hotelstaff has developed a comprehensive risk matrix that identifies organisational risk as well as strategies to minimise, mitigate or eliminate potential operating risks. The risk matrix identifies accountabilities for each part of the risk management process. The Risk Matrix is held centrally and updated on a regular basis by nominated personnel.

The company directors complete regular audits of process and practices to ensure risks are identified, analysed, evaluated, managed and reported upon.

Where appropriate external consultants and skilled professionals may be engaged to complete process audits to improve operating practices and systems.

A risk committee has been established to work to identify potential futures risks and recommend and implement strategies to reduce or eliminate where possible, organisation risks.

To ensure improved decision-making, accountability and the integration of risk management strategies into daily operations, Hotelstaff includes references to the risk matrix and risk identification processes into the employee induction process for all full-time employees.

All employees can access the Risk Register to nominate risks which are then reviewed and responded to by the Risk Management Committee.

6. Guidelines

Nil

7. Related Documents and Further Information

7.1. Legislation

Occupational Health and Safety Act 2004

7.2. Documents

Occupational Health and Safety Policy

7.3. Links

Nil

8. Revision History

| Effective | Version | Amendment |
|------------|---------|---|
| 01/07/2014 | 1.0 | - Original |
| 07/05/2018 | 1.1 | - Reformatted |
| 28/05/2019 | 1.2 | - Review – No Change, Reformatted |
| 01/06/2021 | 2.0 | - version disclaimer added, definitions added |

9. Document Information

| | | | | | |
|------------------|---|----------------|-----|-------------------|-----------------|
| Effective | 01/06/2021 | Version | 2.0 | Authorised | SZPRINC, Nathan |
| Location | https://hotelstaf.sharepoint.com/sites/Hotelstaff-Shared/Shared Documents/Human Resources/Policies and Procedures/HOTELSTAFF Policy - Risk Management.docx | | | | |